

PRIVACY POLICY – Malume Productions

Effective Date: 3 June 2026

1. Introduction

Malume Productions (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard the information you provide when you use our website, www.malumeproductions.co.za, or when you submit details through our booking forms, request-for-quotation forms, and job application forms.

We are a responsible party under the Protection of Personal Information Act, 2013 (POPIA), and we process your personal information lawfully and in a reasonable manner that does not infringe your privacy.

2. Definitions

- **Personal Information** means any information that identifies or can be used to identify a living person, including (but not limited to) name, contact details, work history, and any description you provide about your requirements.
- **Data Subject** means the person to whom the personal information relates – that is you, our customer, prospective customer, or job applicant.
- **Processing** includes collecting, storing, using, updating, and destroying personal information.
- **Information Officer** means the person at Malume Productions responsible for ensuring compliance with POPIA.

3. Who we are

- **Business name:** Malume Productions
- **Website:** www.malumeproductions.co.za
- **Information Officer:** Masonwabe Dangazele, Chief Executive Officer
- **Email address for privacy matters:** info@malumeproductions.co.za

4. What personal information we collect

We only collect the information that you voluntarily submit through our website forms. The exact fields vary by form type, but typically include:

- **Booking & quotation forms:** Full name, email address, phone number, and a description of the service or project you require (which may contain further personal details).

- **Job application forms:** Full name, contact details (email, phone), work experience, education, qualifications, and any other information you choose to include in your CV or cover letter.

We do not intentionally collect special personal information (such as race, health, or biometric data) through these forms. If you include such information in your submission, it will be handled with the same security and deleted in accordance with this policy.

5. How we collect your information

We collect information directly from you when you:

- Complete and submit a booking form,
- Complete and submit a request-for-quotation form,
- Complete and submit a job application form,
- Or otherwise voluntarily contact us through the website.

We do not use cookies, tracking scripts, or any other passive technologies to gather personal data without your knowledge.

6. Why we process your information (purpose)

We use your personal information **only** for the following purposes:

- To identify who you are and what you need,
- To contact you and respond to your booking inquiry, quotation request, or job application,
- To communicate with you about the service you have enquired about,
- To consider your suitability for a position when you apply for a job.

We do **not** use your information for any other purpose – no marketing, no profiling, no automated decision-making – unless you separately give us explicit consent.

7. Lawful grounds for processing

Under POPIA, we process your personal information on one or more of these lawful grounds:

- **Consent:** When you fill in and submit a form, you give us your consent to use the information to respond to you. You may withdraw this consent at any time (see Section 11).
- **Taking steps prior to entering a contract:** If your inquiry leads to a booking or quotation, we process your details to take the necessary steps before a contract is concluded.

- **Legitimate interests of the responsible party:** We have a legitimate interest in communicating with potential customers and assessing job candidates, provided this does not override your privacy rights.

8. Sharing and disclosure – we never share your data

We do **not** share, sell, rent, or trade your personal information with any third party for any reason. Not now, not ever.

Even when we book facilities at third-party studios, the reservation is made under the name of a Malume Productions employee or agent. **No customer or client personal information is disclosed to the studio or to any other third party.**

The only exception would be if we are required by law, court order, or a lawful request from a South African regulatory authority to disclose information – in such a case, we will only disclose the minimum necessary and, where permissible, inform you of the request.

9. How we protect your information

We take appropriate, reasonable technical and organisational measures to secure your personal information against loss, unauthorised access, alteration, or destruction.

These measures include:

- Storing data on secure, password-protected servers,
- Using encrypted connections (HTTPS) for our website,
- Limiting access to your information to the Information Officer and authorised personnel who need it to respond to your inquiry,
- Regularly reviewing our security practices.

While no online system is 100% secure, we are committed to doing everything reasonably possible to keep your data safe.

10. How long we keep your data

We will not keep your personal information longer than necessary:

- **Booking/quotation inquiries:** We retain your details for a maximum of **12 months** after the last communication, or until the relevant project is completed and any legal obligations (e.g., tax records) have expired, whichever is shorter. If a contract is concluded, we may retain certain information for as long as required by applicable laws.
- **Job applications:** If your application is unsuccessful, we will delete your personal information within **6 months** of notifying you, unless you request that we keep it on file for future opportunities (you can consent to a longer retention).

If you are hired, the information becomes part of your employment record and is kept accordingly.

After the retention period, data is securely destroyed or de-identified.

11. Your rights as a data subject (POPIA)

You have the right to:

- **Access** – Request a copy of the personal information we hold about you.
- **Rectification** – Ask us to correct or update any inaccurate or incomplete information.
- **Deletion** – Request that we delete your personal information, subject to any legal obligations we may have to retain it.
- **Objection** – Object to the processing of your information (though we only process it for the limited reasons stated above, so this may simply mean we can no longer communicate with you about your inquiry).
- **Withdrawal of consent** – Withdraw your consent at any time, without affecting the lawfulness of processing done before the withdrawal.
- **Complain** – Lodge a complaint with the Information Regulator if you believe we have interfered with your privacy rights.

To exercise any of these rights, please contact our Information Officer at info@malumeproductions.co.za. We will respond within the timeframes required by POPIA.

12. Information Regulator contact details

If you are not satisfied with our response, you have the right to contact the Information Regulator of South Africa:

- **Website:** <https://www.justice.gov.za/infoereg/>
- **Email (general):** infoereg@justice.gov.za
- **Complaints email:** complaints.IR@justice.gov.za
- **Phone:** 012 406 4818
- **Postal address:** P.O. Box 31533, Braamfontein, Johannesburg, 2017

13. Cookies and similar technologies

Our website does not use cookies or other tracking technologies that collect personal information. If this changes in the future, we will update this policy and, where required, obtain your consent.

14. Changes to this Privacy Policy

We may occasionally update this Privacy Policy. Any changes will be posted on this page with a new effective date. We encourage you to review the policy periodically to stay informed about how we protect your information.

15. Contact us

If you have any questions about this Privacy Policy or how your personal information is handled, please contact our Information Officer:

- **Email:** info@malumeproductions.co.za
- **Website:** www.malumeproductions.co.za (use the contact form or the details provided)